



JOB DESCRIPTION: Branch Manager

Position Summary:

The Branch Manager is responsible for leading the Retail Banking team. This individual is responsible for all aspects of branch operations, sales, and determining appropriate staffing levels. In addition to management responsibilities, the Branch Manager will be expected to build and maintain potential and current customer relationships through sales, marketing, and referrals.

Job Functions and Key Responsibilities:

1. Oversee CSR's performance including but not limited to financial transactions, customer service, selling bank products and adherence to bank's policies and procedures.
2. Accountable for meeting branch's financial goals.
3. Business Development: Develop and maintain relationships with customers. Responsible for reaching out to the community to develop relationships and call on businesses in the area. Participate in community events and host bank events.
4. Training: Accountable for creating and implementing training for necessary branch procedures, policies and promotions.
5. Reporting: Work overdrawn accounts daily and ensure protection of the bank from NSF activity, review New Account Packets for completeness and accuracy, maintain retail exception log and ensure all deposit and CD reporting is completed accurately and in a timely manner.
6. Customer Concerns: Provide support to staff on problem resolution for customers.
7. Audits: Responsible for all monthly audits including alarms check, travelor's cheques audit, cash audit, etc.
8. Hiring: Accountable for hiring customer service positions on an as needed basis.

Desired Qualifications:

- Ability to work independently/proactively to solve customer issues and problems.
- Proficient in Microsoft Windows and Word; Prior experience with Jack Henry software a plus.
- Knowledge of commonly used concepts, practices, and procedures within the retail banking field.
- Attention to detail and accuracy.
- Customer Service experience required as well as management and sales.